



State of California

Employment Training Panel

Arnold Schwarzenegger, Governor

March 24, 2008

Sung Chan Kim, Program Director
Han Ma Eum Senior Services, Inc.
3000 W. 6th Street #100
Los Angeles, CA 90020

Dear Mr. Kim :

RE: **FINAL MONITORING VISIT REPORT** for Han Ma Eum Senior Services, Inc. – ET06-0163

Date of the Visit:	03/13/08
Beginning/Ending Time:	09:30 a.m. – 11:30 a.m.
Date of Last Visit:	08/13/07
Visit Location:	Los Angeles
Persons in attendance:	Sung Chan Kim, Program Director, Han Ma Eum Senior Services, Inc. Lisa Jee, Ph.D., Executive Director, ATI College Lan Vuong, ETP Project Analyst
Action Required:	No

CONTRACT INFORMATION:

Term of Agreement:	12/31/05 – 12/30/07	Agreement Amount:	\$42,000
Training Start Date:	05/09/06	No. to Retain:	35
Date Training must be Completed:	09/30/07	Range of Hours:	8 - 60
Type of Trainee:	Retrainee	Weighted Ave. Hours:	60

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ETP (04/15/05)

FINAL REPORT SUMMARY:

• HISTORY OF AGREEMENT CHANGES

The Agreement was executed on 07/18/06 and training began on 05/09/06. Records show that the last class/lab training session was provided on 09/19/07, which allowed for the 90-day retention period to be completed within the Agreement term ending date of 12/30/07.

ETP approved one Agreement Amendment on 06/13/06, to change the term date from 10/04/05-10/03/06 to 12/31/05-12/30/07.

ETP also approved a request on 02/28/07, to change the contract address, phone and fax number, and contract representative.

• FINAL PROJECT STATISTICS

Your Agreement contains a variable training plan, which means that reimbursement will be based on the total actual number of training hours completed and documented on each trainee between 8 and 60 class/lab training hours. There will be no reimbursement for any trainees who does not complete a minimum of 8 hours of training from the required curriculum.

Although Chart 1, Exhibit A of the Agreement, specified that there would be 35 trainees to be retained, Mr. Kim reported that only 15 trainees completed training and the 90-day retention period. This resulted in a completion rate of 43 percent with earnings of \$15,985 (38 percent of the contract amount). ETP records indicated that your company has been reimbursed \$15,985.

• INTERVIEW WITH CONTRACTOR

Mr. Kim reported that the company was not able to provide all the training originally intended in this Agreement due to several factors. The company Secretary that lead ETP program left the company. They over estimated the number of trainees in their training plan. A few trainees left the company before completing a minimum of 8 training hours.

In references to the overall experiences they had in implementing the ETP project, the Contractor addressed the following questions:

- **Barriers in implementing the ETP project:** Mr. Kim stated that he was not involved at the beginning of the ETP project, so therefore, he could not comment on any barriers experienced. He also stated that the ETP staff was very helpful and pleasant in guiding and directing him with the administration of the project.
- **Problems, if any, with ETP record keeping:** He did not experienced any problems with record keeping. ETP's web database was simple to use. However, the ETP on-line instruction was a little confusing.
- **Assistance ETP could have provided to improve process for future Contractors:** ETP assistance was great from the time he was involved with ETP project to the end of the Agreement term.

- **How did your company benefit from the ETP training:** The training provided to the trainees on Literacy Skills and Continuous Improvement was very beneficial and practical to their jobs. As a result, they have better communication social skills with their co-workers and clients.

ATTENDANCE ROSTERS:

Ms. Vuong conducted a random sampling of 5 trainees who completed training. Records reviewed validated the completion of the training hours required in this Agreement ranging between 39.75 and 50.75 class/lab training hours and the completed hours matches those posted on the ETP Online Tracking System. Records reviewed confirmed that the Agreement curriculum was provided as specified and the ratio of trainer-to-trainee delineated in the Agreement training plan was adhered to.

The above findings are based only on the training records reviewed during this visit and represent only a sample of the training records completed to date. Therefore, it is your responsibility to ensure that all training records comply with Panel requirements for auditing purposes. (Reference: Title 22 California Code of Regulations, Section 4442)

AUDIT:

Han Ma Eum Senior Services, Inc. will be notified in writing if this agreement is selected for an audit that will be conducted either at your site (field audit) or by telephone if selected for a desk review. These notifications will be sent in advance to allow ample preparation time and will include a list of documentation that will be examined by the auditor. A list of the documentation typically examined during an audit will be included along with the Audit Notification and Audit Confirmation letters.

To provide support of training, original training attendance documentation is required; photocopied records are not acceptable. Listed below are types of records typically requested during an ETP field audit:

- Training attendance records such as rosters, sign-in sheets, etc.
- Payroll records of individual trainees to verify wage and hours worked
- Personnel records regarding occupation and dates of employment
- Documentation of employer paid health benefits (if applicable)
- Cash receipts to verify receipt and accounting of ETP funds

RECORD RETENTION:

Records must be retained within your control and be available for review at your place of business within the State of California. This responsibility will terminate no sooner than four (4) years from the date of the termination of the Agreement or three (3) years from the date of the last payment by ETP to the Contractor, or the date of resolution of appeals, audits, claims, exceptions, or litigation, whichever is later.

If you have any questions or comments regarding this report, please contact Lan Vuong at (818)755-1306 or by email at lvuong@etp.ca.gov within ten (10) working days from the receipt of this report.

Sincerely,

Signature on file

Dolores Kendrick, Manager
North Hollywood Regional Office

Signature of file

Lan Vuong, Project Analyst
North Hollywood Regional Office

cc: Lisa Jee, Ph.D., Executive Director, ATI College (via email)

Amber Luiz, Assistant Director (via email)
David Guzman, Chief Program Operations Division (via email)
Master File
Project File

Date report mailed to Contractor _____